



New Medi-Cal Rules

For People with Disabilities and Seniors

In San Francisco County

Most people with disabilities and seniors must enroll in a Medi-Cal Health Plan.
You must enroll by the end of your birthday month,
between June 2011- May 2012.

This information can help you decide
which Medi-Cal Health Plan is best for you.

If you are already in a Plan, you do not have to do anything.

If you live in San Francisco County, you must choose
Anthem Blue Cross or San Francisco Health Plan.

These are Medi-Cal Health Plans.
You will still have Medi-Cal in both of these Plans.

To learn about these Plans, call

Anthem Blue Cross: 1-800-227-3238

San Francisco Health Plan: 1-888-558-5858

To enroll in either Plan, call

Health Care Options: 1-800-430-4263

If you do not enroll in Anthem Blue Cross or San Francisco Health Plan
by the end of your birthday month, we will enroll you in one of them.

Please look inside for details and phone numbers.



Choosing a Medi-Cal Health Plan in San Francisco County:

- **Use the chart** below to compare Medi-Cal Health Plans.
- **Choose the Plan** that includes the doctors that are most important to you.
 - Ask your doctors which Plans they take. Or call the Plan and ask.
 - If a doctor you use is not in the Plan, you may still be able to see him or her. Ask your doctor.
 - If you get care through a special program (like CCS, GHPP, or Waiver), your care for those conditions will not change. But, you will get other care through a Medi-Cal Health Plan.
- **To enroll in a Plan**, call **Health Care Options** at **1-800-430-4263** and enroll on the phone. *Or* use the enrollment form that came in this envelope.
- 15 - 45 days after you enroll, your new Plan will send you a membership card. While you are waiting for it, keep using the doctors and hospitals you use now.

	Medi-Cal Health Plans	
	Anthem Blue Cross 1-800-227-3238 www.anthem.com/ca	San Francisco Health Plan 1-888-558-5858 www.sfhp.org
Basic Services		
Basic Medi-Cal Benefits	Same	Same
24-Hour Advice Nurse	Yes	Yes
Interpreter Services	Yes	Yes
To Get a List of Preferred Drugs	1-800-700-2541	1-888-558-5858
Costs to You		
Cost for Doctor Visits	\$0	\$0
Cost for Drugs	\$0	\$0

Some people with Medi-Cal through San Francisco Health Plan can go to Kaiser Permanente. Kaiser is only available to a limited amount of people. You may be able to go to Kaiser if you have had coverage through them in the last 6 months and you do not have any other health insurance.

Hospitals you can go to for medical care are listed below.

You will usually go to the hospitals that your doctor works with.
For hospitals where you can go for mental health care, call 1-888-246-3333.

Anthem Blue Cross	San Francisco Health Plan
<ul style="list-style-type: none">• California Pacific Medical Center–California, Davies, and Pacific Campuses• Chinese Hospital• San Francisco General Hospital• Seton Medical Center• St. Francis Memorial Hospital• St. Luke’s Hospital• St. Mary’s Medical Center• UCSF Medical Center	<ul style="list-style-type: none">• California Pacific Medical Center–California, Davies, and Pacific Campuses• Chinese Hospital• San Francisco General Hospital• St. Luke’s Hospital• UCSF Medical Centers

Useful Phone Numbers

Denti-Cal Information about dental care that is covered by Medi-Cal for people under age 21	1-800-322-6384
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San Francisco Department of Aging and Adult Services Information and referrals to many services for people with disabilities and seniors	1-415-355-6700
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San Francisco County Community Behavioral Health Services Information about mental health services	1-888-246-3333
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Alcohol and Drug Programs Help with alcohol and drug problems	1-800-750-2727
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If You Have a Problem with Medi-Cal, your Plan, or Getting Care

Help Center Help if your Medi-Cal Health Plan denies the services you need	1-888-466-2219
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Medi-Cal Managed Care Ombudsman Help if you have a problem you cannot solve with your Plan	1-888-452-8609
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Medi-Cal State Hearing File an appeal if your Plan denies the services you need	1-800-952-5253
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Anthem Blue Cross Help if you have a problem with Anthem Blue Cross	1-800-227-3238
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San Francisco Health Plan Help if you have a problem with San Francisco Health Plan	1-888-558-5858
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